

Docket No. 01-0662
SBC Illinois Commitment List
May 2, 2003

Checklist Item	Topic	Description of Commitment	Due Date	Status	Citation
2	Opt-In Policies	SBC commits to post to its CLEC website language that generally sets forth its MFN obligations under Section 252(i) and its policies regarding the incorporation of tariffs by reference into ICAs.		Completed on April 9, 2003.	PEPO ¶ 887 SBC Ex. 3.1, ¶ 5; SBC Ex. 3.2, ¶¶ 4-5, Sch. SJA-1
2	UNE Rate Clarity	SBC commits to file tariff language clarifying the application of entrance facility and connection charges to EELs.		Completed (tariff filed on April 8, 2003, effective May 19, 2003).	PEPO ¶ 887 SBC Ex. 7.1, ¶ 5; SBC Ex. 7.2, ¶ 32
2	UNE Rate Clarity	SBC commits to post to its CLEC website a matrix detailing the application of rates for various UNE-P scenarios.		Completed on March 20, 2003.	PEPO ¶ 887 SBC Ex. 7.1, ¶ 12, Sch. MDS-2; SBC Ex. 7.2, ¶ 32
2	UNE Rate Clarity	SBC commits to post to its CLEC website a matrix detailing the application of rates for EEL scenarios.		Completed on March 25, 2003.	PEPO ¶ 887 SBC Ex. 7.1, ¶ 8, Sch. MDS-1; SBC Ex. 7.2, ¶ 32
2	TELRIC Compliant UNE Rates	SBC commits to lower subloop rates to levels proposed in Wardin Affidavit.	Will file revised tariffs on one-day's notice within 45 days after a final		PEPO ¶ 888 SBC Ex. 8.0, ¶ 14

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			Commission Order is adopted.		
2	TELRIC Compliant UNE Rates	SBC commits to lower two line connection subloop NRCs to California level.	Will file revised tariffs on one-day's notice within 45 days after a final Commission Order is adopted.		PEPO ¶ 890 SBC Ex. 8.1, ¶ 16
2	TELRIC Compliant UNE Rates	SBC commits to lower CNAM query rate to Michigan rate of \$.007932.	Will file revised tariffs on one-day's notice within 45 days after a final Commission Order is adopted.		PEPO ¶ 889 SBC Ex. 8.0, ¶ 19
2	TELRIC Compliant UNE Rates	SBC commits to file true-up language in tariff for identified "interim" UNE rates.		Completed (tariffs filed on February 20, 2003, effective	PEPO ¶ 891 SBC Ex. 8.0, ¶¶ 23-24; SBC Ex. 8.1, ¶¶

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				March 15, 2003, and on March 17, 2003).	21-22
2	UNE-P Billing Accuracy	<p>SBC commits to correct ICA billing errors associated with UNE-P billing.</p> <ul style="list-style-type: none"> • Change ICA billing tables where appropriate • Issue credits where appropriate <p>SBC will report when process improvements are complete.</p>	When complete.	<ul style="list-style-type: none"> • Billing table changes for CLECs in 271 proceeding complete; billing table changes in progress for other CLECs • Issuance of credits in progress 	<p>PEPO ¶ 1349</p> <p>SBC Ex. 7.2, ¶¶ 11-12, 17, 21, 24-26</p>
2	UNE-P Billing Accuracy	<p>SBC commits to implement 5-step program to improve its contract management program:</p> <ul style="list-style-type: none"> • SBC will offer CLECs a contract amendment tying ICA UNE-P rates to tariffed rates 		In progress.	<p>PEPO ¶ 1352</p> <p>SBC Ex. 3.0, ¶ 17; SBC Ex. 7.2, ¶¶ 27-31; SBC Ex. 9.1, ¶</p>

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		<p>tying ICA UNE-P rates to tariffed rates</p> <ul style="list-style-type: none"> • SBC will ask CLECs to amend old contracts to include current UNE products and services •SBC will amend its UNE-P tariffs that allow CLECs with ICAs to take service from the tariff to require written notice from the CLEC • SBC will use a multi-functional approach to determine the impact of future ICC TELRIC orders on existing ICAs •SBC will issue revised M&P to service center personnel to clarify the application of UNE-P non-recurring charges when orders are processed manually •SBC will file bi-monthly reports detailing steps taken by the Company and CLECs to clarify billing issues 	Bi-monthly		16
2	Bearing Point Re-Testing	SBC commits to implement corrective action for BearingPoint issues TVV 1-28 (timeliness of service order completion responses); TVV 4-27 (accuracy of updates to customer service	November 28, 2003.		PEPO ¶ 1369 SBC Ex. 1.3 (3/17/03 Cottrell

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		records); and TVV 7-14 (accuracy of close out coding on end-to-end trouble faults). SBC commits to address any remaining operational deficiencies by July 31, 2003 and to use full and good faith efforts to have these items successfully re-tested by an independent third-party tester by November, 2003. The Company will report to the Commission on the status of re-testing at that time. Thereafter, the Commission can determine the appropriate next steps.			Surrebuttal) ¶¶ 8-9
2	Customer Service Inquiry Accuracy Plan	SBC commits to file an Illinois-specific Customer Service Inquiry Accuracy Plan that mirrors the plan filed in Michigan. This is the same issue as TVV 4-27 referenced above.	Filed on May 1, 2003.		SBC Ex. 1.2 (3/3/03 Cottrell Rebuttal) ¶¶ 14-15
2	Repair Coding Accuracy Plan	SBC commits to file an Illinois-specific Special Circuit Repair Coding Accuracy Plan that mirrors the plan filed in Michigan. This includes items 2 and 3 recommended by McLeod and TDS – and some (but not all) of item 1. Note that this commitment does not apply to UNE Repair Coding Accuracy, because SBC Illinois successfully passed	Filed on May 1, 2003.		PEPO ¶¶ 1344-45 SBC Ex. 1.3 (3/3/03 Cottrell Surrebuttal) ¶¶ 14-15

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		BearingPoint's evaluation on this point. This is the same issue as TVV7-14 referenced above.			
2	Directory Listing and Directory Assistance Database Update Accuracy Plan	SBC will implement the plan on a Midwest regional basis and will provide the Commission with periodic reports of the regional results associated with this plan.	Reports will be filed with the Commission as specified in this plan.		SBC Ex. 1.2 (3/3/03 Cottrell Rebuttal) ¶ 14
2	Billing Auditability and Dispute Resolution	SBC commits to file an Illinois-specific Billing Auditability and Dispute Resolution Plan that mirrors the plan filed in Michigan. SBC will receive input on this subject in the Midwest CLEC User Forum	Filed on May 1, 2003.		PEPO ¶ 1355 SBC Ex. 1.3 (3/17/03 Cottrell Surrebuttal) ¶¶ 12-13
2	Line Loss Notifier Communications	SBC commits to file an Illinois-specific Line Loss Notifier Communication Plan that mirrors that plan filed in Michigan and commits to provide the Commission with the monthly Line Loss Notifier issues report described in that plan.	Filed on May 1, 2003.		PEPO ¶ 1337 SBC Ex. 1.3 (3/17/03 Cottrell Surrebuttal) ¶¶ 12-13

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2	Change Management Communication	SBC commits to file an Illinois-specific Change Management Communications Plan and to provide the Commission with quarterly progress reports for one (1) year beginning April 30, 2003.	Filed on May 1, 2003.		PEPO ¶ 1364 SBC Ex. 1.3 (3/17/03 Cottrell Surrebuttal) ¶¶ 12-13
2	Pre-Order Processing Timeliness Plan	SBC will implement the plan on a Midwest regional basis and will provide the Commission with a report in July 2003 (quarterly thereafter, if needed) of the regional results associated with this plan.	Reports will be filed as specified in the plan.		SBC Ex. 1.3 (3/17/03 Cottrell Surrebuttal) ¶¶ 12-13
2	BearingPoint Re-testing	SBC to implement corrective actions for TVV 1-4 (Order functionality) and PPR 13-4 (billing products process – error checking). SBC commits to address these issues and to use full and good faith efforts to have these items re-tested by BearingPoint by August, 2003.		Completed. These observations and exceptions have been corrected by SBC and closed successfully by BearingPoint. TVV1-4 was satisfied effective with the closing of observation 666 on April 15, 2003. PPR 13-4 was satisfied with the closing of	PEPO ¶ 1369 SBC Ex. 1.2 (3/3/03 Cottrell Rebuttal) ¶¶ 7, 10-11

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				exception 119 on March 18, 2003.	
2	Billing Timeliness	SBC will take steps to correct unsatisfactory performance with respect to PM 17-billing timeliness and will subject it to additional monitoring, as set out in Jim Ehr's Surebuttal affidavit..			PEPO ¶ 1358
2	Line Loss	SBC to correct the loss notification issue with partial migration of accounts.		Completed. Software changes were completed by June 5, 2002. A further fix was made on March 7, 2003. See Accessible Letter CLECAM03-019 and CLECAM03-021.	PEPO ¶¶ 752, 1335-36 SBC Ex. 1.0 (1/22/03 Cottrell Affidavit) ¶ 5
2	Line Loss	SBC to retrain its personnel to prevent loss notification problems arising from manual handling errors in local service centers.		Completed.	PEPO ¶¶ 752, 1335-36 SBC Ex. 1.0 (1/22/03 Cottrell Affidavit) ¶ 6

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2	Line Loss	SBC to determine if other situations exist that cause line loss notifications to be inaccurate or untimely, and correct those situations immediately.		Completed. SBC Illinois continues to monitor and correct any situations that might arise.	PEPO ¶¶ 752, 1335-36 SBC Ex. 1.0 (1/22/03 Cottrell Affidavit) ¶ 7
2	Line Loss	SBC to clearly state all the problems it has uncovered relating to loss notifications since January 2001 and to communicate those in an Accessible Letter. The Accessible Letter should indicate when the problem was first identified, what software versions it lies to, what action SBC has taken to correct each issue and when the action was taken, any plan or future action SBC plans to take, and an estimate of when the action will be taken.		Completed.	PEPO ¶¶ 752, 1335-36 SBC Ex. 1.0 (1/22/03 Cottrell Affidavit) ¶ 8
2	Line Loss	On a CLEC by CLEC basis, SBC to determine the accounts for which loss notifications have never been sent or incorrectly sent and will communicate these instances to the affected CLECs. If issues persist, such reconciliation will be done on a monthly basis until all issues have been resolved.		Completed.	PEPO ¶¶ 752, 1335-36 SBC Ex. 1.0 (1/22/03 Cottrell Affidavit) ¶ 9
2	Line Loss	SBC commits to continue meeting with CLECs on an as needed basis to discuss the		Completed. In addition, SBC	PEPO ¶¶ 752, 1335-36

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		problems associated with loss notifications and the actions that SBC has taken to address them.		does discuss LLN issues with CLECs as appropriate during regular monthly CMP meetings.	1335-36 SBC Ex. 1.0 (1/22/03 Cottrell Affidavit) ¶ 10
2	Line Loss	SBC commits to modify the process to notify its retail organization of a customer loss or to modify the process SBC uses to notify its wholesale carriers of a customer loss to bring them into parity with one another.		Completed.	PEPO ¶¶ 752, 1335-36 SBC Ex. 1.0 (1/22/03 Cottrell Aff.) ¶ 11
2	Line Loss	SBC will make line loss performance measure MI 13 a remedied performance measure. If tiers are applicable to the performance remedy plan then the measure will have a medium weight for both tier 1 and tier 2 payments or comparable remedy level		Completed. Changes to business rules implemented effective with March 2003 results reported April 21, 2003	PEPO ¶¶ 752, 1339(1) SBC Ex. 2.0 (1/17/03 Ehr Aff.) ¶ 30; SBC Ex. 2.2 (3/3/03 Ehr Rebuttal Aff.) ¶ 241
2	Line Loss	SBC Illinois will implement all changes to performance measures MI 13 and MI 13.1 agreed upon in the last performance		Completed. Changes to business rules	PEPO ¶¶ 752, 1339(2)

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		measurement six month review session including the clarification that all line loss notices generated due to SBC Illinois winback scenarios are included in the MI 13 and MI 13.1 performance measurements;		implemented effective with March 2003 results reported April 21, 2003	
2	Line Loss	SBC Illinois will file revised tariff pages with the Commission for the changes it will make to performance measure MI 13 and MI 13.1 based upon this Order and the Company's commitments in this order, such that the effective date of the tariff will coincide with the implementation date of the performance measurement changes		To be filed pending CLEC concurrence to negotiated changes clarifying treatment of "winback" LLNs.	PEPO ¶¶ 752, 1339(3)
2	Line Loss	SBC Illinois will closely monitor the line loss notifications it provides to CLECs until such time as SBC Illinois provides a full six months of line loss notifications without any new problems being uncovered and without any of the existing or prior problems having resurfaced.		On-going	PEPO ¶¶ 752, 1339(4)
4	Line Splitting	SBC commits to file tariff language that would establish a degree of comparability between the Company's provisioning of the UNEs necessary to support a line splitting arrangement and the Company's provisioning	30 days after the date of the Order, effective on 1 day notice	Tariff language is ready for filing.	PEPO ¶ 1707 SBC Ex. 4.2 (3/17/03 Chapman Surrebuttal), ¶ 21

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		of HFPL for line sharing.	day notice		and Schedule CAC-8
4	Performance Improvement	SBC commits to use its good faith, best efforts to remedy unsatisfactory performance on PMs 7.1, 13, 17, MI-2, MI-14, and 37-4, in accordance with the Order.	November 28, 2003		PEPO, ¶¶ 1371-72, 1382
4	Performance Improvement	SBC commits to use its good faith, best efforts to remedy performance on PMs C WI-6-02, 59-03, 65-03, 65.1-03, 67-03, 67-18 and 66-03, in accordance with the order.	November 28, 2003		PEPO, ¶¶ 1864, 1868, 1871, and 3680
4	Performance Improvement	SBC Commits to keep monitoring the situation with respect to PM 55, in accordance with the terms of the Order.			PEPO ¶ 1871
6	RCF	SBC will make RCF available to CLECs as a resale offering and will work with Z-tel to facilitate the availability of RCF as part of a UNE-P offering.			PEPO ¶ 1961 SBC Ex. 3.0, ¶¶ 20-21
7	911 (PM 104)	SBC commits to pursue and explore with Staff and CLECs a more reasonable and workable	The next six-month		PEPO ¶ 2071

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	104)	standard for PM 104.	collaborative		
14	PM 37-01	As for PM 55-1.1, SBC to provide monthly performance report to Staff until it meets performance standard for two consecutive months.	First business day of each month (starting April 1, 2003)	The first report was provided to Staff on April 1, 2003.	PEPO ¶ 2552 SBC Ex. 2.3 (March 17, 2003 Ehr Surrebuttal) ¶ 14
14	PM 37-04	As for PM 55-1.1, SBC to provide monthly performance report to Staff until it meets performance standard for two consecutive months.	First business day of each month (starting April 1, 2003)	The first report was provided to Staff on April 1, 2003. As the results show that SBC has now met the standard for two months, this PM will not be subject to further reporting.	PEPO ¶ 2552 SBC Ex. 2.3 (March 17, 2003 Ehr Surrebuttal) ¶ 14
Public Interest	Remedy Plan	SBC to send CLECs an Accessible Letter advising CLECs of the adoption of the Section 271 Plan.	No due date is set.		PEPO ¶ 3583
Public Interest	Remedy Plan	SBC will modify the Compromise Remedy Plan to incorporate changes to the periodic audit provision		Done on 4/29/03	PEPO ¶ 3579

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Public Interest	Remedy Plan	SBC will modify the Compromise Remedy Plan to incorporate “mini-audit” language of the 01-0120 plan.		Done on 4/29/03	PEPO ¶ 3580
Public Interest	Remedy Plan	SBC will modify the Compromise Remedy Plan to include the “sign-up” and “exclusions” language of the 01-0120 plan.		Done on 4/29/03	PEPO ¶ 3586
Public Interest	Remedy Plan	SBC will modify the Compromise Remedy Plan to delete a termination date. A future collaborative will investigate the term of the plan..			PEPO ¶ 3596
Public Interest	Remedy Plan	SBC will modify its tariff to comply with the order, will provide CLECs the opportunity to opt-in to the plan approved in this proceeding, and will incorporate the required opt-in language into its Compromise Remedy Plan	Within 45 days of the Order		PEPO ¶ 3583
Public Interest	Remedy Plan	SBC to participate in six month collaborative process as specified in the order	The next six-month collaborative		PEPO ¶ 3597
Public Interest	PMs	SBC agreed to revise its PM tariff to add submeasures specific to EELs.		Tariff filed February 7, became effective March 24.	SBC Ex. 2.1 (Ehr Phase I Compliance Aff.) ¶ 9 and Att. JDE-1

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Public Interest	PMs	SBC shall add a diagnostic measure that will assess the duration of the EEL certification process	Next six-month review collaborative		Final PEPO ¶ 891
Public Interest	BearingPoint testing	SBC to address deficiencies noted by BearingPoint. BearingPoint to issue status report by November 28, 2003. SBC to respond to any open items, and the Commission to determine the appropriate resolution.	November 28, 2003.		SBC Phase II Brief on Exceptions
Public Interest	All Equipment List	SBC will continue to update the list as needed	On-going		PEPO ¶ 3246
Public Interest	Power Cabling	SBC will allow CLECs to opt into the provision for power cabling in the McLeod agreement			PEPO ¶ 3240
Data Reliability	E&Y Exceptions	SBC will provide periodic reports to Staff as to the status of E&Y exceptions, in a manner and time concurrent with its present reporting to the Michigan Commission		The final report is being prepared	PEPO ¶ 2953
Data Reliability	BearingPoint PM review	SBC will address the deficiencies raised by BearingPoint in the metrics review and will use best and good faith efforts to facilitate the completion of testing by November 28, 2003. Thereafter, the Commission can determine the	November 28, 2003		PEPO ¶ 2987

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		appropriate next steps.			
Overall Review		<u>SBC commits to complete any and all remedial actions the Commission deemed necessary to achieve compliance with the Commission's Phase I Interim Order.</u>			PEPO ¶ 3680
Overall Review		<u>SBC commits to exercising its best efforts to remedy each OSS and performance measurement deficiency that remains unresolved in accord with this order. These actions will further be verified by an independent third party.</u>	November 28, 2003		PEPO ¶ 3680
Overall Review		<u>SBC commits to report to the Commission bi-monthly on progress toward meeting all remaining requirements, an obligation commencing with the issuance of this Final Order and containing through completion of all required activity.</u>	Reporting every two months, beginning with the Order		PEPO ¶ 3680
Overall Review		<u>SBC commits to participate in a collaborative composed of Staff, the Company and all interested parties to facilitate and monitor its progress toward eliminating the deficiencies indicated in the review of the 3-month PM data results.</u>			PEPO ¶ 3680